

THE ENERGY LINE



Energy information for the customers of Wellsboro Electric



Craig Eccher
President & CEO

Happy endings and new beginnings

After more than four decades of service to Wellsboro Electric and its customers, line crew chief John Miller called it a career at the end of May.

I'd like to congratulate John on his retirement and thank him for his many years of dedicated service to WECO and its customers.

John began working with the WECO line crew in June 1974 and has served as crew chief for nearly two decades. He has guided our crews through many changes and a significant amount of construction over the past 20 years. If you see John, be sure to wish him well as he begins this new chapter in his life.

Generation supply contract begins

After a comprehensive bidding process, we have selected a new electric generation supplier, MP2 Energy, to supply our default service product beginning June 1.

The contract with MP2 Energy, a Houston-based subsidiary of Shell Energy, will last for 3 years.

Default service is the generation product that WECO offers to customers who do not purchase generation from a competitive energy generation supplier. Currently, no alternative suppliers are marketing generation to our residential customers. It remains our hope that alternate suppliers will eventually enter our territory.

Our new generation supply contract with MP2 provides price stability in that generation rates will only be adjusted every six months instead of quarterly, and the rates are indexed to the current energy market.

We have had some experience with MP2 through

Muirfield Energy, which supplies competitive generation to several of our commercial customers. We have been pleased with service from MP2 and look forward to having them supply our default service product.

Right-of-way maintenance to begin

We are set to begin our annual tree-trimming and vegetation management work this month, and customers' cooperation is appreciated and crucial to our efforts to keeping our rights of way free of trees and brush.

Crews with Asplundh Tree Experts, the contractor we have hired to perform right-of-way maintenance, will be working throughout the WECO system for much of the remainder of the year.

We realize the value of beautiful trees and the benefits they provide to the community, but when trees grow too close to electric lines, they can pose a safety hazard to the public and can cause blinks, power outages and downed lines. By keeping the lines clear, we are able to provide safer and more reliable service and reduce overall maintenance costs.

Employees working for our right-of-way contractor will carry identification cards and work from vehicles marked with a company logo. If you have questions about the authenticity of contractors, please contact us at (570) 724-3516.

Best wishes to all for a safe and happy summer!
Sincerely,

Board of Directors

Thomas L. Rudy, *Chairman*

Alfred Calkins, *Vice Chairman*

James Luce, *Secretary*

Steve Sliwinski, *Director at Large*

Charles Bullock

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Dr. James Davis

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Craig Eccher
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Scot Boyce
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What causes power outages?

When people think of power outages, they tend to think of major storms accompanied by lightning, high winds or heavy snowfall.

But the truth is, power outages occur on any given electric system on an almost daily basis for a variety of reasons that may or may not be related to the weather.

Wellsboro Electric tracks outage causes and uses information about outage causes to identify ways to improve service reliability.

We know that trees are always one of our top causes of outages, so we devote a significant portion of our budget each year to tree-clearing work on our rights of way. Even so, we still have outages caused by trees, although the vast majority of our tree-related outages stem from trees growing outside of our rights of way.

Running neck and neck with tree-related outages for top causes of outages are those attributed to animals. For each of the last two years, animals — mostly squirrels, but also birds and raccoons — have been to blame for over 60 power outages, about one-third of WECO's non-storm related outages in those years.

Another common outage cause is equipment failure. An electric system is comprised of many parts, and each piece of equipment can fail for a variety of reasons, including age and exposure to lightning strikes.

Other less-frequent causes or power outages are vehicle accidents involving our poles, machinery and equipment contact with electric lines, wind and electric overload.

Convenient ways to pay your electric bill

At Wellsboro Electric, we try to make paying your electric bill as convenient as possible by offering a variety of payment options.

While mailing a check to our office remains the most popular payment option, customers can avoid the cost of postage and worries about whether their payment arrives on time by switching to Easy Pay, our bank draft payment program.

With our Easy Pay plan, your payment is automatically deducted from your checking or savings account on the due date each month. There is never any fee to use Easy Pay, and you will continue to receive a monthly billing statement. You can sign up for Easy Pay by calling the office, visiting our website, www.wellsboroelectric.com, or through SmartHub, our account management program available online or through your mobile device.

We also accept payment from customers who utilize online bill pay programs offered through their banks or credit unions. We do not charge for payments received from your bank's online bill pay.

Customers also have the option of paying their electric bill using a credit card or debit card. Please be aware that there is a third-party vendor processing fee of \$3.95 applied to each transaction when using a credit or debit card. Wellsboro Electric does not receive any portion of the processing fee; it goes entirely to the third-party vendor. To pay with a credit or debit card, please call toll-free at 1-844-886-9797.

Help a neighbor in need

Many families in our community struggle to pay their utility bills. You can help those less fortunate by participating in Wellsboro Electric's Dollar Energy Fund.

By adding one dollar or more to your electric bill each month, you can help your neighbors in the Wellsboro area. Last year, more than 20 local families received assistance through the fund.

Your tax-deductible contribution to the Dollar Energy Fund is matched by Wellsboro Electric, and 100 percent of the contributions is used to provide energy assistance grants to families in WECO's territory.

To participate, please check the Dollar Energy Fund box on your electric bill, enter your contribution amount and return it to Wellsboro Electric.



**Know what's below.
Call before you dig.**